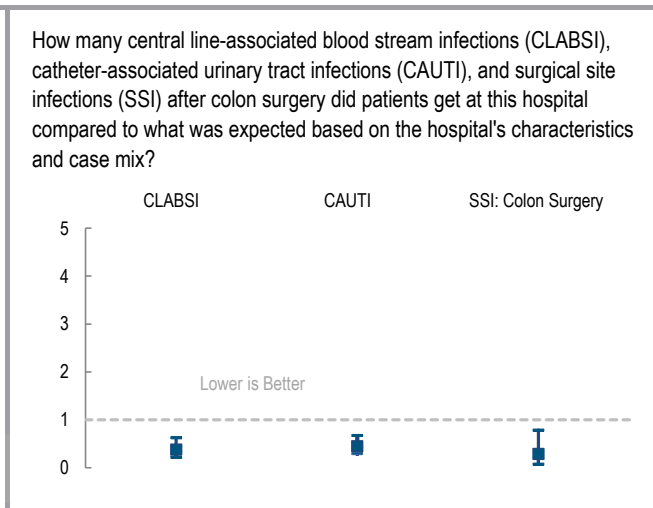
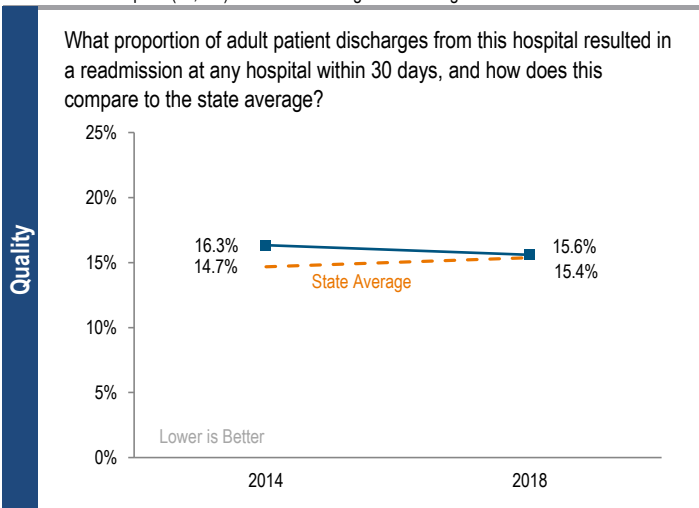
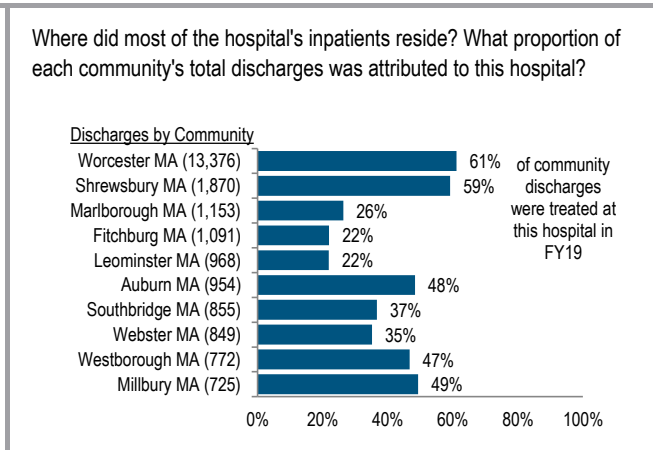
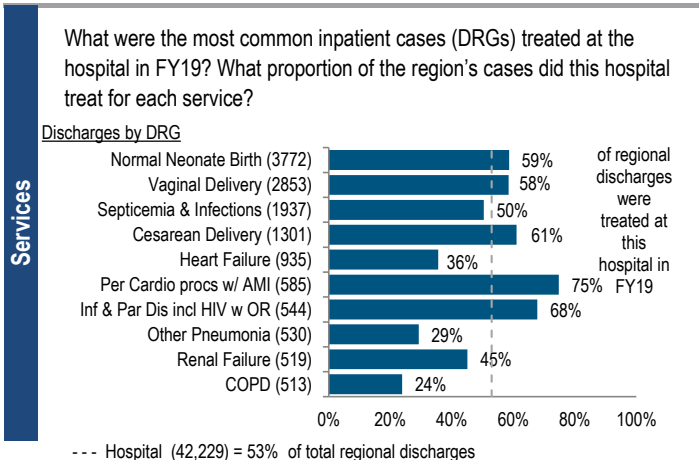


UMass Memorial Medical Center is a large, non-profit academic medical center (AMC) located in the Central Massachusetts region. UMass Memorial is a member of UMass Memorial Health Care, and one of nine organ transplant centers in Massachusetts. It also qualifies as a High Public Payer (HPP) hospital. Outpatient visits decreased by 2.0% between FY15 and FY19, compared with the cohort median increase of 13.1%. UMass Memorial earned a profit each year from FY15 to FY19, including a profit of \$48.3M in FY19 and a total margin of 2.6% compared to its peer cohort median of 3.1%.

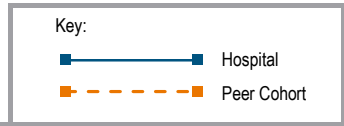
At a Glance	Overview / Size		Payer Mix	
	Hospital System Affiliation:	UMass Memorial Health Care	Public Payer Mix:	65.4% (HPP* Hospital)
	Hospital System Surplus (Deficit) in FY19:	\$216,685,000	CY18 Commercial Statewide Relative Price:	1.09
	Change in Ownership (FY15-19):	Not Applicable	Top 3 Commercial Payers:	Blue Cross Blue Shield Fallon Harvard Pilgrim
	Total Staffed Beds:	740, 4th largest acute hospital	Utilization	
	% Occupancy:	81.1%, lowest in cohort avg. (88%)	Inpatient Discharges in FY19:	42,229
	Special Public Funding:	HCIII ^q , CHRTF ^o	Change FY18-FY19:	1.4%
	Trauma Center Designation:	Adult: Level 1, Pedi: Level 1	Emergency Department Visits in FY19:	134,166
	Case Mix Index:	1.45, < cohort avg. (1.56); > statewide (1.16)	Change FY18-FY19:	-0.7%
	Financial		Outpatient Visits in FY19:	954,873
Inpatient NPSR per CMAD:	\$13,432	Change FY18-FY19:	1.7%	
Change FY18-FY19:	8.1%	Quality		
Inpatient:Outpatient Revenue in FY19:	43%:57%	Readmission Rate in FY18:	15.6%	
Outpatient Revenue in FY19:	\$747,352,834	Change FY14-FY18 (percentage points):	-0.7	
Change FY18-FY19:	3.8%	Early Elective Deliveries Rate:	2.7%	
Total Revenue in FY19:	\$1,891,106,000			
Total Surplus (Deficit) in FY19:	\$48,258,000			



For descriptions of the metrics, please see the technical appendix.

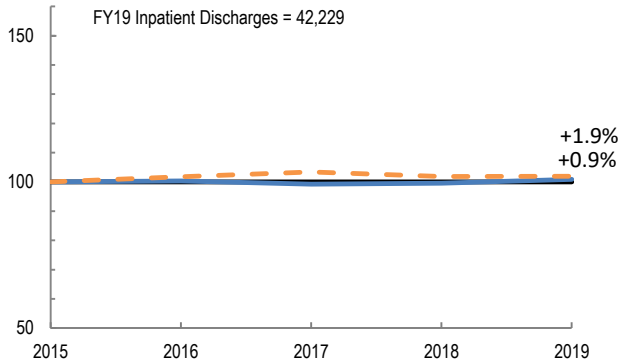
2019 HOSPITAL PROFILE: UMASS MEMORIAL MEDICAL CENTER

Cohort: Academic Medical Center

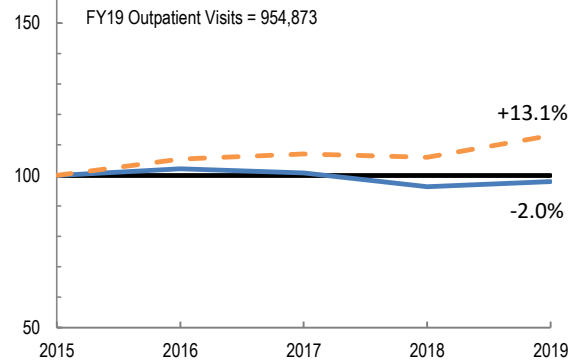


Utilization

How has the volume of the hospital's inpatient discharges changed compared to FY15, and how does this compare to the hospital's peer cohort median? (FY15=100)

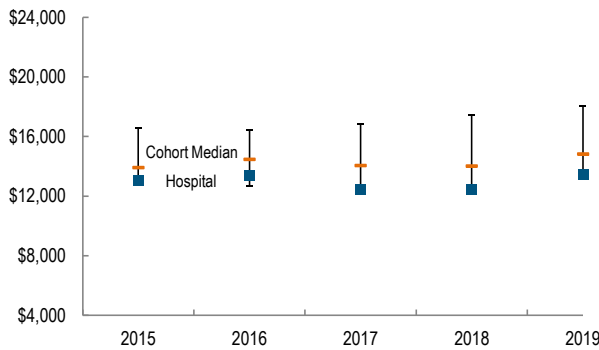


How has the volume of the hospital's outpatient visits changed compared to FY15, and how does this compare to the hospital's peer cohort median? (FY15=100)

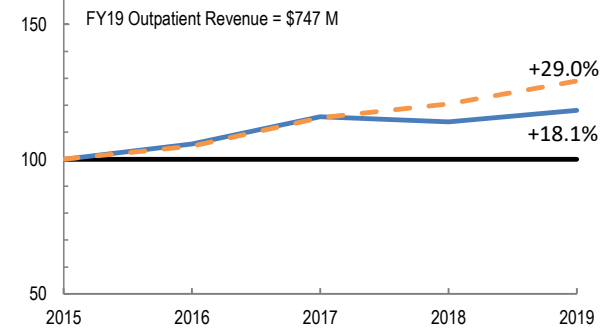


Patient Revenue Trends

What was the hospital's net inpatient service revenue per case mix adjusted discharge between FY15 and FY19, and how does this compare to the hospital's peer cohort median?



How has the hospital's net outpatient revenue changed compared to FY15, and how does this compare to the hospital's peer cohort median? (FY15=100)



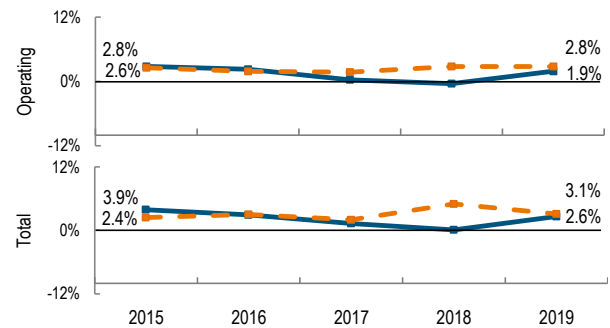
Financial Performance

How have the hospital's total revenue and costs changed between FY15 and FY19?

Revenue, Cost, & Profit/Loss (in millions)

FY	2015	2016	2017	2018	2019
Operating Revenue	\$ 1,516	\$ 1,622	\$ 1,686	\$ 1,731	\$ 1,879
Non-Operating Revenue	\$ 17.1	\$ 10.7	\$ 16.3	\$ 9.5	\$ 12.3
Total Revenue	\$ 1,533	\$ 1,632	\$ 1,703	\$ 1,741	\$ 1,891
Total Costs	\$ 1,473	\$ 1,585	\$ 1,681	\$ 1,739	\$ 1,843
Total Profit (Loss)	\$ 60.1	\$ 47.6	\$ 21.9	\$ 1.7	\$ 48.3

What were the hospital's total margin and operating margins between FY15 and FY19, and how do these compare to the hospital's peer cohort medians?



For descriptions of the metrics, please see the technical appendix.

* High Public Payer Hospitals (HPP) receive a minimum of 63% of gross patient service revenue from public payers.

θ For more information on Community Hospital Reinvestment Trust Fund (CHRTF) special funding, please contact the Massachusetts Executive Office of Health and Human Services (EOHHS).

η For more information on Health Care Innovation Investment Program (HCII) special funding, please contact the Health Policy Commission (HPC).